**Job Description**

| Job title | Service Design Intern |
|---|---|
| Location | Sheffield |
| Hours | Full time (37.5 hours per week, though part time would be considered) Fixed Term Appointment for 6 months |
| Reports to | Service Designer |
| Staff responsible For | None |
| Date | March 2019 |
| Salary | Intern salary £17,550 per annum |
| Benefits | <ul><li>All employees with contracts of six months or more are invited to be a Member of the Good Things Foundation Staff Owned Mutual. This gives you voting rights for Staff Board Directors and at the AGM (Annual General Meeting)</li><li>30 days holiday per year</li><li>10% Employer contribution to a personal stakeholder pension scheme (when you contribute 5%)</li><li>Up to £500 contribution for work related training (or £200 for personal development and £300 for work related training)</li><li>Life cover and permanent health insurance</li><li>Confidential Employee Assistance helpline</li></ul> |

| | |
|---|---|
| Job Purpose | You'll support the Design team (part of Good Things Foundation's Design, Research and Communications directorate), helping to research, design and evaluate new models and interventions to address digital and social exclusion in the UK.<br><br>Through your internship, you'll have an excellent opportunity to develop your skills and experience across user research and service design, as well as develop your skills in communicating findings and learning, in agile and lean working, and in relationship management.<br><br>You'll be passionate about social change, supporting communities, your own learning and development, and taking both a holistic and targeted view of social problems and the role of digital inclusion.<br><br>You'll work on the ground with the Online Centres Network and other partners, understanding the needs of the people they support and the services and systems they interact with, and co-creating solutions.<br><br>You'll communicate lessons learned, helping colleagues, partners and centres building a solid understanding, and contributing to a clear evidence base for what works and what doesn't. |

**Key Objectives and Accountabilities**

**Design**
- Support the Service Design team to design, deliver and evaluate pilots for tackling digital and social exclusion across a range of programmes
- Use a range of design and research methodologies, such as co-design, rapid prototyping
- Identify and suggest changes that quickly improve the quality of a service or project.

**Research**
- Undertake user research, using a range of user research techniques
- Translate complex aims and needs into clear and manageable hypotheses and prototypes
- Analyse and interpret user research findings and data to drive service design and iteration.

**Evaluate**
- Contribute to evaluation of pilots, working with colleagues in other teams to support performance monitoring, evaluation and learning
- Contribute to identifying common themes and differences from across pilots
- Be open about successes and failures of pilots so that every piece of work has value.

**Communicate**
- Work with staff and volunteers from organisations in the Online Centres Network and the people who they support to understand the challenges they face and the opportunities
- Be open about challenges, suggesting actions to address unexpected developments
- Communicate findings and insights in a range of ways (written, illustrated, verbal, digital)
- Aim to communicate complexity in a simple, understandable way, that makes it clear what needs to happen to make progress.

**Reporting**
- Report regularly to your line manager and project managers (if different), sharing learning and flagging any difficulties or concerns early on, and delivering within agreed timescales.
- Produce brief updates (verbal or written as required) to keep colleagues and partners in the loop and to be transparent and accountable.

**Corporate responsibility**

● Ensure that your work is always in the best interests of Good Things Foundation and the Online Centres Network; support others across the organisation to deliver their objectives as needed and be proactive in identifying and addressing opportunities and threats.

**Person Specification**

| | |
|---|---|
| Experience | ● Experience of working collaboratively to understand problems and identify solutions<br>● Experience of user research and design methods<br>● Experience of working or volunteering in a fast-paced environment (or proven appetite to gain this experience) |
| Knowledge and skills | ● Knowledge of service design and user research principles and techniques<br>● Knowledge of, or demonstrable interest in, digital and social inclusion, or social change more generally<br>● Curiosity to look deeper into problems to question and explore them and uncover insight and evidence<br>● Empathy to explore and understand the real context around the challenges people are facing<br>● Desire to work in the open to share your work in progress and be open to feedback and challenge throughout<br>● Strong communication skills - verbal, written, creative |

| | ● Strong interpersonal skills - listening, relationship building, understanding other people's needs and contexts<br>● Strong time management skills - planning, prioritising |
|---|---|
| Good Things Foundation<br><br>Behaviours | ● We are collaborative<br>● We are positive<br>● We are creative<br>● We are people focussed<br>● We are inquisitive |
| Education and Qualifications | ● Degree, or equivalent experience in design, research or social change |

*Good Things Foundation is a social change organisation with a mission to ensure that everyone benefits from digital. We live the change we are seeking to achieve and encourage applications from diverse backgrounds. We operate a policy of providing equal opportunities in all aspects of work including recruitment, training, and promotion, whatever the colour, race, religion, belief, ethnic or national origin, gender, sexual orientation, marital status, age or disability of an employee, having regard to the individual's aptitudes and abilities and requirements for the job. Good Things Foundation is opposed to all forms of unlawful and unfair discrimination.*